

User Manual

Freezer

EUC 19291 W

**We were thinking of you**  
when we made this product

## **Welcome to the world of Electrolux**

You've chosen a first class product from Electrolux, which hopefully will provide you with lots of pleasure in the future. Electrolux ambition is to offer a wide variety of quality products that would make your life even more comfortable. You can look at some examples on the cover in this manual. But now it's time to study this manual and start using and enjoying the benefits from your new machine. We promise that it'll make your life a little easier. Good luck!

The following symbols are used in this manual:



Important information concerning your personal safety and information on how to avoid damaging the appliance.




General information and tips



Environmental information



The symbol  on the product or on its packaging indicates that this product may not be treated as household waste. Instead it should be taken to the appropriate collection point for the recycling of electrical and electronic equipment. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product. For more detailed information about recycling of this product, please contact your council, your household waste disposal service or the shop where you purchased the product.

# CONTENTS

<b>Safety Information</b>	<b>6</b>	<b>Health and safety guideline</b>	<b>12</b>
<b>Use</b>	<b>9</b>	<b>Maintenance</b>	<b>13</b>
Cleaning the interior	9	Internal cleaning	13
Control panel	9	External cleaning	13
Starting	9	When the appliance is not in use	13
Temperature regulation	9	Defrosting	14
Quick-freezing	10	<b>Something not working</b>	<b>15</b>
Temperature alarm light	10	<b>Technical specifications</b>	<b>16</b>
Sound signal alarm	10	<b>Installation</b>	<b>17</b>
Freezing fresh food	10	Positioning	17
Storage of frozen food	11	Rear spacers	18
Freezing calendar	11	Electrical connections	19
Thawing	11	Door reversibility	21
Ice-cube production	11	Guarantee/Customer Service	23
Cold accumulators	11	Customer Care	24
		<b>European Guarantee</b>	<b>25</b>
		<b>www.electrolux.com</b>	<b>26</b>

## SAFETY INFORMATION

It is most important that this instruction book should be retained with the appliance for future reference. Should the appliance be sold or transferred to another owner, or should you move house and leave the appliance, always ensure that the book is supplied with the appliance in order that the new owner can be acquainted with the functioning of the appliance and the relevant warnings.

If this appliance featuring magnetic door seals is to replace an older appliance having a spring lock (latch) on the door or lid, be sure to make that spring lock unusable before you discard the old appliance. This will prevent it from becoming a death-trap for a child.

These warnings are provided in the interest of safety. You must read them carefully before installing or using the appliance.

### General Safety

- This appliance is designed to be operated by adults. Children should not be allowed to tamper with the controls or play with the product.
- It is dangerous to alter the specifications or modify this product in any way.
- Before any cleaning or maintenance work is carried out, be sure to switch off and unplug the appliance.
- This appliance is heavy. Care should be taken when moving it
- Ice lollies can cause frost burns if consumed straight from the appliance.
- Take utmost care when handling your appliance so as not to cause any damages to the cooling unit with consequent possible fluid leakages.
- The appliance must not be located close to radiators or gas cookers.
- Avoid prolonged exposure of the appliance to direct sunlight.
- There must be adequate ventilation round the back of the appliance and any damage to the refrigerant circuit must be avoided.
- For freezers only (except built-in models): an ideal location is the cellar or basement.
- Do not use other electrical appliances (such as ice cream makers) inside of refrigerating appliances.

### Service/Repair

- Any electrical work required to install this appliance should be carried out by a qualified electrician or competent person
- This product should be serviced by an authorized Service Centre, and only genuine spare parts should be used.
- Under no circumstances should you attempt to repair the appliance yourself. Repairs carried out by inexperienced persons may cause injury or more serious malfunctioning. Refer to your local

Service Centre, and always insist on genuine spare parts.

- This appliance contains hydrocarbons in its cooling unit; maintenance and recharging must therefore only be carried out by authorized technicians.

## Use

- The domestic refrigerators and freezers are designed to be used specifically for the storage of edible foodstuffs only.
- Best performance is obtained with ambient temperature between +18°C and +43°C (class T); +18°C and +38°C (class ST); +16°C and +32°C (class N); +10°C and +32°C (class SN). The class of your appliance is shown on its rating plate.

**Warning:** when the ambient temperature is not included within the range indicated for the class of this appliance, the following instructions must be observed: when the ambient temperature drops below the minimum level, the storage temperature in the freezer compartment cannot be guaranteed; therefore it is advisable to use the food stored as soon as possible.

- Frozen food must not be re-frozen once it has been thawed out.
- Manufacturers' storage recommendations should be strictly adhered to. Refer to relevant instructions.

- The inner lining of the appliance consists of channels through which the refrigerant passes. If these should be punctured this would damage the appliance beyond repair and cause food loss. **DO NOT USE SHARP INSTRUMENTS** to scrape off frost or ice. Frost may be removed by using the scraper provided. Under no circumstances should solid ice be forced off the liner. Solid ice should be allowed to thaw when defrosting the appliance.
- Do not place carbonated or fizzy drinks in the freezer as it creates pressure on the container, which may cause it to explode, resulting in damage to the appliance. Do not use a mechanical device or any artificial means to speed up the thawing process other than those recommended by the manufacturer. Never use metal objects for cleaning your appliance as it may get damaged.

## Installation

- During normal operation, the condenser and compressor at the back of the appliance heat up considerably. For safety reasons, minimum ventilation must be as shown in the instructions.

**Attention: keep ventilation openings clear of obstruction.**


- Care must be taken to ensure that the appliance does not stand on the electrical supply cable.

**Important:** if the supply cord is damaged, it must be replaced by a special cord or assembly available from the manufacturer or its service agent.

- If the appliance is transported horizontally, it is possible that the oil contained in the compressor flows in the refrigerant circuit. It is advisable to wait at least two hours before connecting the appliance to allow the oil to flow back in the compressor.
- There are working parts in this product which heat up. Always ensure that there is adequate ventilation as a failure to do this will result in component failure and possible food loss. See installation instructions.
- Parts which heat up should not be exposed. Wherever possible the back of the product should be against a wall.



## Environment Protection

This appliance does not contain gasses which could damage the ozone layer, in either its refrigerant circuit or insulation materials. The appliance shall not be discarded together with the urban refuse and rubbish. Avoid damaging the cooling unit, especially at the rear near the heat exchanger. Information on your local disposal sites may be obtained from municipal authorities. The materials used on this appliance marked by the symbol  are recyclable.



## USE

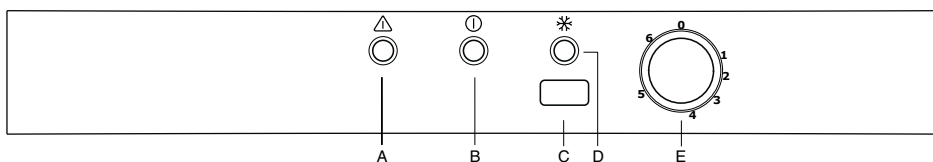
### Cleaning the interior

Before using the appliance for the first time, wash the interior and all internal accessories with luke-warm water and some neutral soap so as to remove the typical smell of a brand-new product, then dry thoroughly.



**Do not use detergents or abrasive powders, as these will damage the finish.**

### Control panel



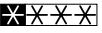
A. Warning light

B. Pilot light

C. Super (quick-freezing) switch/reset sound alarm signal

D. SUPER operating control light

E. Thermostat knob

This freezer compartment has been marked with the symbol , which means that it is suited to the freezing of fresh foods, the conservation of frozen foods and the production of ice-cubes.

### Starting

Insert the power supply plug into the nearest wall socket (the function indicator light (B) will light up indicating that the freezer is receiving electrical input.) Turn the thermostat knob (E) to the right to a medium setting (the temperature alarm light (A) will light up). To turn off the freezer, turn the thermostat knob to the «O» position. The pilot light remains lit up.

### Temperature regulation

The temperature is automatically regulated and can be increased to achieve a higher temperature (warmer) by rotating the thermostat knob toward lower settings or reduced (colder) rotating the knob towards higher settings.

However, the exact setting should be chosen keeping in mind that the temperature inside the refrigerator depends on:

- room temperature;
- how often the door is opened;
- the quantity of food stored;
- location of appliance.

## Quick-freezing

For quick-freezing, press the Super knob (C).

The quick-freezing indicator light (D) will then light up.

If the quick-freezing function is not ended manually, the appliance switch off the quick-freezing function after 52 hours. The yellow light goes out.

The quick-freezing function can be ended manually at any time by pressing the button (C) again. The yellow light goes out.

## The temperature alarm light (A)

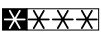
The temperature alarm light blinks automatically whenever the temperature within the freezer rises above a certain value which might endanger satisfactory long-term conservation.

It is perfectly normal for the temperature alarm light to remain flashed for a short time after the freezer is initially turned on. It will remain flashed until the optimum temperature for the conservation of frozen food is attained.

## Sound signal alarm

This appliance incorporates an alarm which gives off a sound signal when the temperature inside the freezer has risen to a point where the safe storage of frozen food is no longer ensured. This sound can be turned off pushing the button (C).

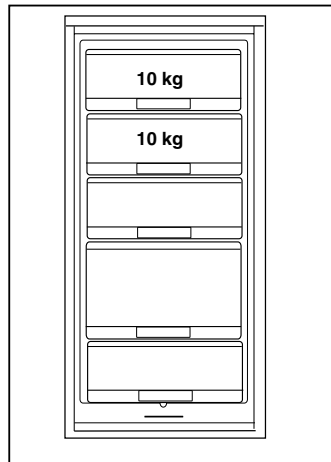
## Freezing fresh food

The 4-star compartment  is suitable for long term storage of

commercially frozen food, and for freezing fresh food.

If the freezer has already been working for some time, press the Super knob at least 12 hours before introducing the food into the freezer in order to ensure better freezing results.

Place the food to be frozen in the compartment as shown in figure.



In order to freeze the quantity indicated on the rating plate, arrange the food directly in contact with the cooling surfaces. If the food is frozen in the baskets, the maximum quantity freezable is slightly less.

## Storage of frozen food

When first starting-up or after a period out of use, before putting the products in the compartment let the appliance run at least two hours on the coldest setting, then turn the thermostat knob to the normal operating position.

To obtain the best performance from this appliance, you should:  
if large quantities of food are to be stored, remove all drawers and baskets from appliance (except for the last one at the bottom) and place food on cooling shelves.

Pay careful attention not to exceed load limit stated on the side of the upper section (where applicable). ▼



### Important

In the event of accidental defrosting, for example due to a power failure, if the power has been off for longer than the value shown in the technical characteristics chart under “rising time”, the defrosted food must be consumed quickly or cooked immediately and then refrozen (after cooling).

## Freezing Calendar



The symbols show different types of frozen goods.

The numbers indicate storage times in months for the appropriate types of frozen goods. Whether the upper or lower value of the indicated storage time is valid depends on the quality of the foods and pre-treating before freezing.

## Thawing

Deep-frozen or frozen food, prior to being used, can be thawed in the refrigerator compartment or at room temperature, depending on the time available for this operation.

Small pieces may even be cooked still frozen, directly from the freezer: in this case, cooking will take longer.

## Ice-cube production

This appliance is equipped with one or more trays for the production of ice-cubes. Fill these trays with water, then put them in the freezer compartment.

**Do not use metallic instruments to remove the trays from the freezer.**

## Cold accumulators

2 cold accumulators are supplied in the freezer; these increase the length of time for which food will keep in the event of a power failure or breakdown. They must be placed in the top drawer.

# HEALTH AND SAFETY GUIDELINES

Because of consumer demand, preservatives have been removed from many pre-prepared foods. This together with the changes in shopping habits to a once-a-week shop, mean that safe handling and storage of food is even more important than ever. The following tips should help you to ensure that the food in your home is in as perfect condition as possible.

- Keep the time between buying chilled food and placing it in your fridge as short as possible. Tests showed that the temperature of 1 litre of orange juice rose to 22°C in an hour between the supermarket and home. It then took 11 hours to get down to 7°C in the refrigerator.
- Keep the freezer door closed as much as possible.
- Do not push food together too much, try to allow air to circulate around each item.
- Cool cooked food as quickly as possible but do NOT place in the refrigerator until cool. (Leave food in a place as cool as possible in order that it can then be placed in the refrigerator as soon as possible).
- Do not store food uncovered.
- The best way to defrost food is to put it in the refrigerator to thaw slowly.
- Ensure that food placed in the freezer is dated and labelled and used in date order to ensure that food is consumed at its best.
- It is important that food is used before its "best before" date.
- Always wash your hands with soapy water and dry them with a clean towel before handling food.
- Keep work surfaces clean and avoid cross contamination by not using the same work surface or knife, without washing them thoroughly in between.
- The foods to be frozen must be fresh and of the best quality.
- The size of each pack should be small enough to ensure that it is used in one go. Small packs freeze more quickly and uniformly and give better results.
- Frozen food, once thawed, must not be refrozen. Lean food keeps better and longer than fatty food, salt reduces the storage time.
- Wrap the food in polythene or aluminium freezing bags or foil so that they adhere to the food and provide an airtight seal.
- Packaging which is swollen or has traces of refrozen water droplets on the pack could indicate that the product has not been kept at a suitable temperature and that it may have lost its original quality. Partially thawed food must not be refrozen, it must be consumed within 24 hours. Never exceed the storage times indicated by the manufacturer.
- Never place hot food, bottles or cans of fizzy drink in the freezer as they may explode. Containers with a lid must not be filled to the brim.
- Do not open the door or place extra fresh food in the freezer next

to food which is already frozen as this could cause the temperature of the frozen food to rise and its quality and storage life to reduce .

- The symbols on the drawers show different types of frozen goods. The numbers indicate storage times in months for the appropriate types of frozen goods. Whether the upper or lower value of the indicated storage time is valid depends on the quality of the foods and pre-treating before freezing.

## MAINTENANCE



Before any maintenance or cleaning work is carried out, **DISCONNECT** the appliance from the **ELECTRICITY** supply.



### Warning

This appliance contains hydrocarbons in its cooling unit; maintenance and recharging must therefore only be carried out by authorized technicians.

## Internal cleaning

Clean the inside with warm water and bicarbonate of soda. (5ml to 0.5 litre of water). Rinse and dry thoroughly.

Do not pull, move or damage any pipes and /or cables inside the cabinet

## External cleaning

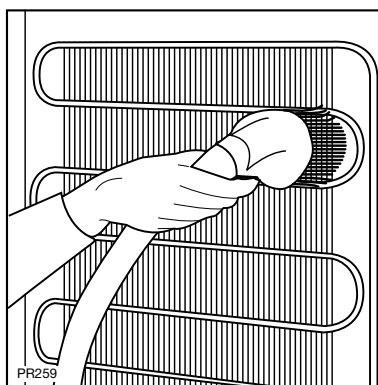
Many proprietary kitchen surface cleaners contain chemicals that can attack/damage the plastics used in this appliance. For this reason it is recommended that the outer casing of this appliance is only cleaned with warm water with a little washing-up

### liquid added.

An accumulation of dust will affect the performance of the appliance and cause excessive electricity consumption.

You **MUST** ensure that the appliance is switched OFF.

Once or twice a year dust the condenser (black grill) and the compressor at the back of the appliance, with a brush or vacuum cleaner, see diagram.



**NEVER USE DETERGENTS, ABRASIVE POWDERS, HIGHLY PERFUMED CLEANING PRODUCTS OR WAX POLISHES, TO CLEAN THE INTERIOR AS THESE WILL DAMAGE THE SURFACE AND LEAVE A STRONG ODOUR.**

## When the appliance is not in use

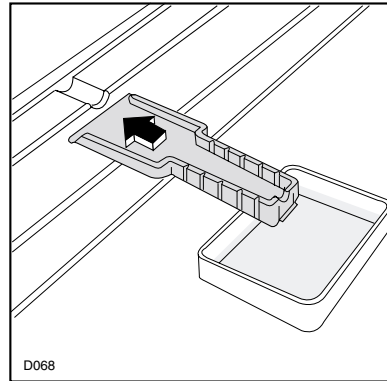
When the appliance is not in use for long periods, disconnect from the electricity supply, empty all foods and clean the appliance, leaving the doors ajar to prevent unpleasant smells.

## Defrosting

When the frost has reached a thickness of up to 4mm it can be removed using the ice scraper provided with the appliance. During this operation it is not necessary to disconnect the appliance from the mains and remove the food. Never use metal tools for this operation.

For complete defrosting (once or twice a year) proceed as follows:

- turn the thermostat (E) dial to the «OFF» position (0) or disconnect the appliance from the mains.
- Remove any food from inside the freezer and fridge, wrap it in several sheets of newspaper and store in a cool, dry place.
- Leave the door open and insert the ice scraper under the channel in the centre of the lower part of the appliance; place a low-sided container beneath the scraper to collect the water (see fig.).
- Clean and dry thoroughly.
- Replace the scraper in one of the drawers .
- Reconnect the appliance to the mains or reset the thermostat to a functioning position.
- After letting the appliance run for at least two hours in fast freeze mode, replace the previously removed food into the compartment.



### Important

A temperature rise of the frozen food packs, during defrosting, may shorten their safe storage life.



### Attention!

In the event of a power failure causing the temperature within your freezer to rise, do not refreeze the food without checking its condition. The following guidelines should assist you.

**Ice-cream:** once thawed should be discarded.

**Fruits & Vegetables:** if soft should be cooked and used up.

**Breads & Cakes:** can be re-frozen without danger.

**Shellfish:** should be refrigerated and used up quickly.

**Cooked Dishes:** i.e. casseroles should be refrigerated and used up.

**Large Pieces of Meat:** can be re-frozen providing there are still ice crystals remaining within them.

**Small Joints:** should be cooked and can then be refrozen as cooked dishes.

**Chicken:** should also be cooked and re-frozen as a cooked dish.

# SOMETHING NOT WORKING

**Important:** If you call out an engineer to a fault listed below, or to repair a fault caused by incorrect use or installation a charge will be made, even if the appliance is under guarantee.

**Before** contacting your local Service Force Centre, check the following points:

Symptom	Solution
No power to the appliance	Check there is power at the socket.
	Check there is not a power cut by checking the household lights.
	Check the fuse has not blown.
The temperature in the freezer is too high	Check the thermostat control knob is turned to the correct setting relative to ambient conditions.
	Check the ambient temperature is within the appliance's operating limits, please refer to the installation section in this instruction book. Relocate the appliance if necessary.
The freezer door will not open	Has door just been opened? If so leave for a few minutes to allow the air pressure to equalise.
The compressor runs continuously	Adjust the thermostat control knob to give correct temperature control. See "Setting the temperature".
	Check that the door is closed.
	Large quantities of food have recently been placed in the cabinet and/or door is frequently opened.
	Check that air ventilation is not obstructed.
Excessive frost and ice has built up	Ensure the door is not left open.
	Check that nothing is preventing the door from closing
	Is the door gasket intact and clean.
	Has advised periodic defrosting been carried out.
Noise	Refer to normal operating sounds.

If, after the above checks, there is still a fault, call your local Service Force Centre.

In guarantee customers should ensure that the above checks have been made as the engineer will make a charge if the fault is not a mechanical or electrical breakdown. Please note that proof of purchase is required for any in-guarantee service calls.

# TECHNICAL SPECIFICATIONS

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## DIMENSIONS

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Height	140	cm
Width	60	cm
Depth	62,5	cm

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POWER SUPPLY VOLTAGE AND FREQUENCY	230-240 V / 50 Hz
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TOTAL POWER ABSORBED	120 W
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AVERAGE DAILY UNITS ELECTRICITY *	0.660 kWh
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## GROSS CAPACITY

Freezer	185 l
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## NET CAPACITY

Freezer	164 l
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\* This figure is based on standard test results in accordance with European Standard EN 153.

Actual consumption will depend on how the appliance is used and where it is located.



# INSTALLATION



## Warning

IF YOU ARE DISCARDING AN OLD APPLIANCE THAT HAS A LOCK OR CATCH ON THE DOOR, YOU MUST ENSURE THAT IT IS MADE UNUSABLE TO PREVENT YOUNG CHILDREN BEING TRAPPED INSIDE.

Depending upon the position which you choose for your appliance, you may wish to reverse the way in which the door opens. To do this, refer to instructions on "Door reversal directions" paragraph.

## Positioning

This appliance should only be installed at a location where the ambient temperature corresponds to the climate classification indicated on the rating plate, which is located at the left on the inside of the appliance.

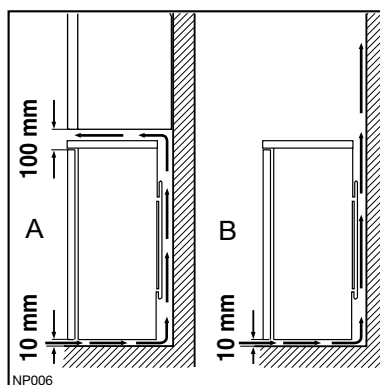
The following table shows which ambient temperature is correct for each climate classification:

SN	+10°C to +32°C
N	+16°C to +32°C
ST	+18°C to +38°C
T	+18°C to +43°C

It should be located in a dry atmosphere, out of direct sunlight and away from extreme temperature e.g. not next to a boiler or radiator, or in a very cold room e.g. an outhouse,

where the temperatures may fall below 10°C (50°F). If these temperatures are exceeded i.e. colder or warmer, then the appliance may not operate correctly.

You should also ensure that air can circulate freely around the back and the top of the cabinet. There must also be at least 100 mm (4") distance between the top of the cabinet and any overhanging kitchen furniture (A). Ideally, the appliance should not be positioned beneath overhanging furniture (B).

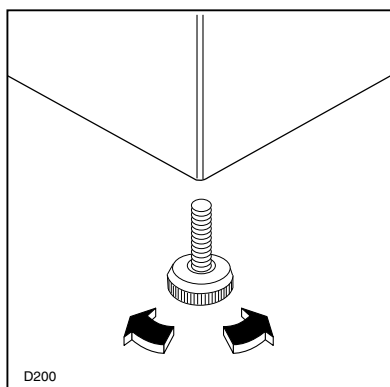


There should also be a gap of 25 mm either side of the appliance. Do not obstruct the space underneath. The back of the cabinet may be placed close to the wall but must not touch it. DO NOT install in places with restricted ventilation.

Adjust the level of the appliance by screwing out the adjustable foot, or feet, at the bottom of the cabinet using your fingers.

## Important

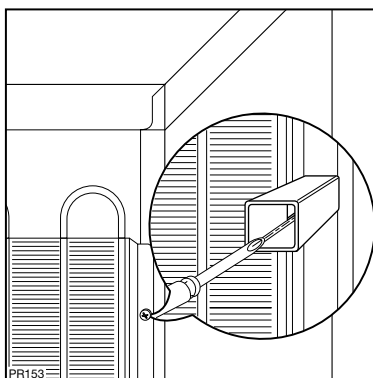
It must be possible to disconnect the appliance from the mains power supply; the plug must therefore be easily accessible after installation.



## Rear spacers

In the bag with the documentation, there are two spacers which must be fitted as shown in the figure .

Slacken the screws and insert the spacer under the screw head, then re-tighten the screws.



## **Electrical connections**

Any electrical work required to install this appliance should be carried out by a qualified electrician or competent person.

**WARNING: THIS APPLIANCE MUST BE EARTHED.**

The manufacturer declines any liability should this safety measure not be observed.

If the plug that is fitted to your appliance is not suitable for your socket outlet, it must be cut off and the appropriate plug fitted.

Remove the fuse from the cut off plug.

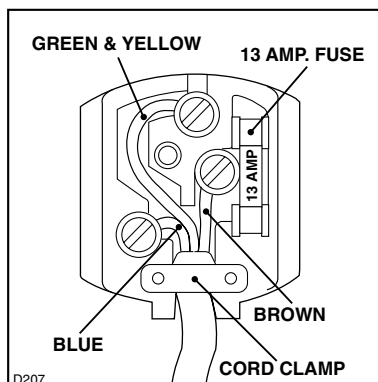
The cut off plug should then be disposed of to prevent the hazard of shocks in case it should be plugged into a 13amp socket in another part of your home.


## **Important**

The wires in the mains lead are coloured in accordance with the following code:

<b>Green and Yellow</b>	- <b>Earth</b>
<b>Blue</b>	- <b>Neutral</b>
<b>Brown</b>	- <b>Live</b>

If you fit your own plug, the colours of the wires in the mains lead of your appliance may not correspond with the markings identifying the terminals in your plug, proceed as follows:



Connect the Green and Yellow (earth) wire to the terminal in the plug which is marked with the letter «E» or the earth symbol  or coloured green and yellow.

Connect the blue (neutral) wire to the terminal in the plug which is marked with the letter «N» or coloured black.


Connect the brown (live) wire to the terminal in the plug which is marked with the letter «L» or coloured red.

The plug moulded onto the lead incorporates a fuse. For replacement, use a 13amp BSI362 fuse. Only ASTA or BSI approved fuses should be used.

The plug must not be used if the fuse cover/carrier is lost. The cover/carrier is indicated by the coloured insert at the base of the plug.

A replacement cover/carrier must be obtained from your local Electrolux Service Force Centre.

This appliance complies with the E.E.C. Directive No. 87/308 of 2.6.87 relative to radio interference suppression.

 This appliance complies with the following E.E.C. Directives:

- **73/23 EEC of 19.2.73** (Low Voltage Directive) and subsequent modifications;
- **89/336 EEC of 3.5.89** (Electromagnetic Compatibility Directive) and subsequent modifications.

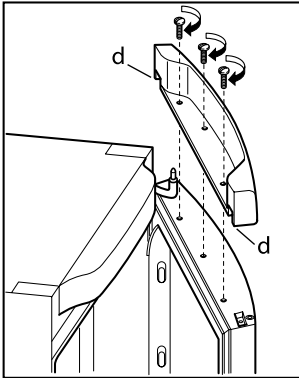
Please ensure that when the appliance is installed it is easily accessible for the engineer in the event of a breakdown.

## Door reversibility

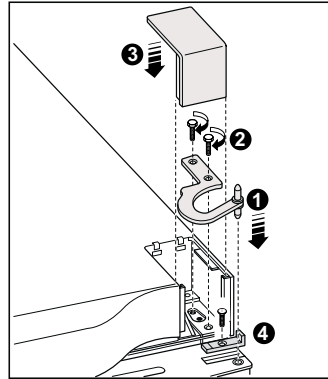
Before carrying out any operations, remove the plug from the power socket.

To change the opening direction of the door, proceed as follows:

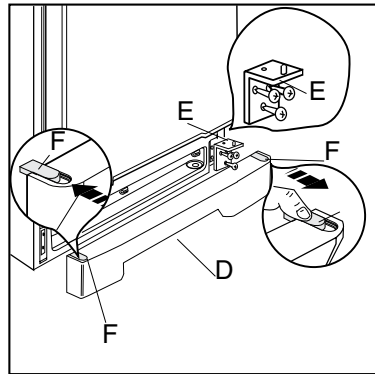
- To carry out the following operations, we suggest that this be made with another person that will keep a firm hold on the doors of the appliance during the operations.
- Open the door with the appliance in the upright position. Unscrew the screws and remove the upper door plastic trim.



- Remove the little plastic cover from the door plastic trim and refit on the opposite side (d).
- Lay the appliance onto its back side.
- Remove the plastic hinge covers dx and sx (3).
- Unscrew the upper hinge and remove it (1-2)
- Unscrew the screw and remove the door stopper (4).

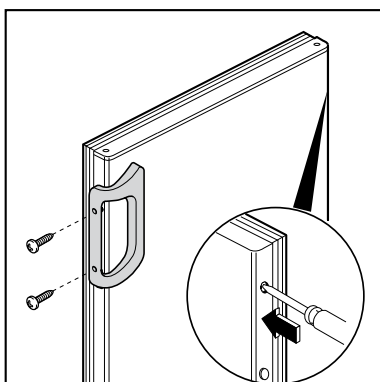


- Remove the door.



- Remove the ventilation grill (D).
- Using a 10 mm spanner, unscrew the hinge pin (E) and reassemble it on the opposite side of the hinge;
- Screw down the bottom hinge (E) on the opposite side by using the screws previously removed.
- Remove the plug (F) from the ventilation grill (D) and replace it on the opposite side.
- Re-assemble the ventilation grill (D).
- Reinsert the door .

- Pay attention that the front board of the doors are parallel to the front board of the top.
- Fix the door stopper on the opposite side (4).
- Position and fix the upper hinge on the opposite side (1-2)
- Reinsert the 2 plastic hinge covers (3)
- Lift up the appliance to vertical position.
- Open the door and reposition the upper door plastic trim with screws.



- Fix the handle on the opposite side, insert the plastic plugs into the holes left open that can be found in the instruction for use bag.



Reposition, level the appliance, wait for at least two hours and then connect it to the power socket.

In case you do not want to carry out the above mentioned operations, contact the nearest After Sales Service Force.. The After Sales Service specialist will carry out the reversibility of the doors at your cost.



### Warning

After having reversed the opening direction of the doors check that all the screws are properly tightened and that the magnetic seal adheres to the cabinet.

If the ambient temperature is cold (i.e. in Winter), the gasket may not fit perfectly to the cabinet. In that case, wait for the natural fitting of the gasket or accelerate this process by heating up the part involved with a normal hairdryer. Lay the appliance onto its back side.

## Guarantee/Customer Service

### Standard guarantee conditions

We, Electrolux, undertake that if within 12 months of the date of the purchase this Electrolux appliance or any part thereof is proved to be defective by reason only of faulty workmanship or materials, we will, at our option repair or replace the same FREE OF CHARGE for labour, materials or carriage on condition that:

- The appliance has been correctly installed and used only on the electricity supply stated on the rating plate.
- The appliance has been used for normal domestic purposes only, and in accordance with the manufacturer's instructions.
- The appliance has not been serviced, maintained, repaired, taken apart or tampered with by any person not authorised by us.
- Electrolux Service Force Centre must undertake all service work under this guarantee
- Any appliance or defective part replaced shall become the Company's property.
- This guarantee is in addition to your statutory and other legal rights.

### Exclusions

- Damage or calls resulting from transportation, improper use or neglect, the replacement of any light bulbs or removable parts of glass or plastic.
- Costs incurred for calls to put right an appliance which is improperly installed or

calls to appliances outside the United Kingdom.

- Appliances found to be in use within a commercial environment, plus those which are subject to rental agreements.
- Products of Electrolux manufacturer that are not marketed by Electrolux

### Service and Spare Parts

In the event of your appliance requiring service, or if you wish to purchase spare parts, please contact your local Service Force Centre by telephoning

**0870 5 929 929**

Your telephone call will be automatically routed to the Service Force Centre covering your postcode area.

For the address of your local Service Force Centre and further information about Service Force, please visit the website at

**[www.serviceforce.co.uk](http://www.serviceforce.co.uk)**

Before calling out an engineer, please ensure you have read the details under the heading "Something not working" When you contact the Service Force Centre you will need to give the following details:

1. Your name, address and postcode.
2. Your telephone number.
3. Clear concise details of the fault.
4. The model and Serial number of the appliance (found on the rating plate).
5. The purchase date.

Please note a valid purchase receipt or guarantee documentation is required for in guarantee service calls.

## Customer Care

For general enquiries concerning your Electrolux appliance, or for further information on Electrolux products please contact our Customer Care Department by letter or telephone at the address below or visit our website at [www.electrolux.co.uk](http://www.electrolux.co.uk)

Customer Care Department

Electrolux Major Appliances

Addington Way

Luton

Bedfordshire, LU4 9QQ

Tel: 08705 950 950 (\*)

(\*) Calls may be recorded for training purposes



## EUROPEAN GUARANTEE

This appliance is guaranteed by Electrolux in each of the countries listed at the back of this user manual, for the period specified in the appliance guarantee or otherwise by law. If you move from one of these countries to another of the countries listed, the appliance guarantee will move with you subject to the following qualifications:

- The appliance guarantee starts from the date you first purchased the appliance which will be evidenced by production of a valid purchase document issued by the seller of the appliance.
- The appliance guarantee is for the same period and to the same extent for labour and parts as exists in your new country of residence for this particular model or range of appliances.
- The appliance guarantee is personal to the original purchaser of the appliance and cannot be transferred to another user.
- The appliance is installed and used in accordance with instructions issued by Electrolux and is only used within the home, i.e. is not used for commercial purposes.
- The appliance is installed in accordance with all relevant regulations in force within your new country of residence.

The provisions of this European Guarantee do not affect any of the rights granted to you by law.

Albania	+35 5 4 261 450	Rr. Pjeter Bogdani Nr. 7 Tirane
Belgique/België/Belgien	+32 2 363 04 44	Bergensesteenweg 719, 1502 Lembeek
Česká republika	+420 2 61 12 61 12	Budějovická 3, Praha 4, 140 21
Danmark	+45 70 11 74 00	Sjællandsgade 2, 7000 Fredericia
Deutschland	+49 180 32 26 622	Muggenhofer Str. 135, 90429 Nürnberg
Eesti	+37 2 66 50 030	Mustamäe tee 24, 10621 Tallinn
España	+34 902 11 63 88	Carretera M-300, Km.29,900 Alcalá de Henares Madrid
France	www.electrolux.fr	
Great Britain	+44 8705 929 929	Addington Way, Luton, Bedfordshire LU4 9QQ
Hellas	+30 23 10 56 19 70	4, Limnou Str., 54627 Thessaloniki
Hrvatska	+385 1 63 23 338	Slavonska avenija 3, 10000 Zagreb
Ireland	+353 1 40 90 753	Long Mile Road Dublin 12
Italia	+39 (0) 434 558500	C.so Lino Zanussi, 26 - 33080 Porcia (PN)
Latvija	+37 17 84 59 34	Kr. Barona iela 130/2, LV-1012, Riga
Lietuva	+370 5 2780609	Verkių 29, LT-09108 Vilnius
Luxembourg	+35 2 42 43 13 01	Rue de Bitbourg, 7, L-1273 Hamm
Magyarország	+36 1 252 1773	H-1142 Budapest XIV, Erzsébet királyné útja 87
Nederland	+31 17 24 68 300	Vennootsweg 1, 2404 CG - Alphen aan den Rijn
Norge	+47 81 5 30 222	Risløkkvn. 2 , 0508 Oslo
Österreich	+43 18 66 400	Herziggasse 9, 1230 Wien
Polska	+48 22 43 47 300	ul. Kolejowa 5/7, Warsaw
Portugal	+35 12 14 40 39 39	Quinta da Fonte-Edifício Gonçalves Zarco-Q 35-2774-518 Paço de Arcos
Romania	+40 21 451 20 30	Str. Garii Progresului 2, S4, 040671 RO
Schweiz-Suisse-Svizzera	+41 62 88 99 111	Industriestrasse 10, CH-5506 Mägenwil
Slovenija	+38 61 24 25 731	Electrolux Ljubljana d.o.o., Gerbičeva 98, 1000 Ljubljana
Slovensko	+421 2 43 33 43 22	Electrolux Slovakia s.r.o., Electrolux Domáce spotrebiče SK, Seberínho 1, 821 03 Bratislava
Suomi	www.electrolux.fi	
Sverige	+46 (0)771 76 76 76	Electrolux Service, S:t Göransgatan 143, S-105 45 Stockholm
Türkiye	+90 21 22 93 10 25	Tarlabası caddesi no : 35 Taksim İstanbul
Россия	+7 095 937 7837	129090 Москва, Олимпийский проспект, 16, БЦ "Олимпик"



[www.electrolux.com](http://www.electrolux.com)

[www.electrolux.co.uk](http://www.electrolux.co.uk)